



Cardholder's Billing Dispute Item(s) Form

Card Number: _____

Name of Cardholder: _____

Contact Number(s): _____

Item(s) no	Transaction date	Name of merchant	Transaction amount in BND	Transaction amount in origin currency

- Please block my above-mentioned card upon receiving this form. (applicable only when there has been a fraudulent or unauthorized transaction)
- I would like a replacement for card.

I wish to dispute the above transaction(s) due to the following reason(s):-

- I did not sign, participate or authorize anyone including my supplementary(s) cardholders to engage in the aforesaid transaction(s).
- I have authorized and/or signed for the above transaction. However, to my knowledge, the transaction was cancelled or unsuccessful and my card was debited for the amount. (Please provide documents, proof of cancellation and/or unsuccessful transactions).
- I am disputing an overseas transaction as I was not in that specific country on the date of transaction. (Please provide copies of all pages of passport with chops/stamps on it).
- I have authorized and/or signed for the above transaction. However, the name of the company on the card statement is different from the name of the company known to me.
- I am disputing the above internet transaction(s) which neither I nor any of my supplementary(s) cardholders have signed, participated or authorised. I confirm that I have not made any internet transactions with the merchant in the past 3 months.
- Payment of the merchandise(s)/ service(s) was/were paid by other means: -
 - Cash (Please provide cash receipt)
 - Cheque (Please provide Cheque details)
 - Other Card(Please provide the card number & receipt or statement)
 - The merchant has issued me a CREDIT TRANSACTION RECEIPT. I have yet to receive the refund although 30 days had passed. (Please provide Credit transaction receipt)
 - (Please provide copy of transaction slip for the authorised amount) I have only transacted and authorised ONE transaction at the above merchant location. I confirm that card was in my possession at the time of transaction. However, I was charged more than once for the * same / different amount(s).
 - I have not received the merchandise ordered. (The expected date of delivery was _____)
 - I have cancelled the hotel reservation on _____ with the cancellation code reference number _____. I was charged a "no-show" charge.
 - Others, please provide your explanation:-

I confirm that the above information is/are correct. I am also aware that if the retrieved document(s) is found to be genuine or authorised by my agent or myself, a \$10.00 will be charged for dispute handling fee. Further, I confirm that any reverse in transaction(s) or refund(s) by the Bank will be made in Brunei Darussalam Dollars ("BND"). If any reverse in transaction(s) or refund(s) made by the Bank is/are in a currency other than BND, the Bank will convert it at such time and rate of exchange as the Bank may adopt in accordance with the Bank's market practice and I shall fully indemnify the Bank against all exchange risks, losses and charges sustained or incurred as a result of such conversion.

Basic Cardholder Signature

Supplementary Cardholder Signature
(For Credit Card only)

Supplementary Cardholder Signature
(For Credit Card only)

Date: _____

*Please delete as appropriate

Please return the completed form and supporting document(s) to any of our branches or email scb.brunei@sc.com.

Received by _____ Date Received _____
(Branch/Client Care Centre)